



Health  
Budgets &  
Financial  
Policy



# 2010 UBO/UBU Conference

Briefing: **Advanced SIT/OHI  
Issues**

Date: **March 2010**

Time: **1010 - 1110**



- To provide an update on current issues
- To provide guidance on any resolution
- To provide a forum for MTF concerns





- Placeholders Update
- Loss of connectivity with DEERS
- SIT Clean-up Update
- Pharmacy BIN and PCN numbers
- Your concerns





# What Is a Placeholder?

- Temporary OHI entry with incomplete payer information
- The word “Placeholder” or a series of 9’s is entered into the Insurance Payer field
- Managed Care Support Contractors routinely create placeholders as a method to identify potential OHI and therefore, not be obligated to pay for the service





- Currently over 650,000 placeholders in DEERS
- With an OHI inquiry, placeholders come down from DEERS and clog CHCS
- MTF staff workload increases to remove placeholders through verification of billable OHI





- SCR in process
  - CHCS will filter placeholders so they will not descend from DEERS
  - CHCS will do a one-time sweep and remove all the current placeholders from the system
  - In the meantime, MTFs to continue with current process
  - SCR has been priced but no date as to when it will be funded





# Loss of Connectivity with DEERS

- What is the usual activity?
  - There is an hourly subscription inquiry from DEERS to CHCS
- Why did it happen?
  - MTFs did not subscribe to DEERS during a 7-day period and local CHCS became out of sync with the central SIT
- How it is identified?
  - MTF unable to see current HICs on SIT





- MTF to request a full subscription
  - Menu path: DAA -> CFT -> CFM -> STM -> SIT -> Subscribe action (requires the DOD SIT MGR security key)
  - Select the DOD HIC Full Inquiry secondary menu option
  - Answer “yes” to the question, “Proceed with Full Subscription?”
  - The system will confirm that a Full Subscription has been tasked
  - The data returned from DEERS will be integrated automatically into CHCS







- Mail Handlers HICs cleanup is completed
- Pharmacy HICs cleanup
- MTFs are doing a great job with OHI re-pointing
- Possibility of eliminating 50% of the HICs
- Will notify MTFs through their Service-specific UBO representative with the final list of HICs to be deactivated
  - If no objections, a date will be set for the HICs to be deactivated
- No HICs should be deactivated by MTFs





- New pharmacy numbers on insurance card usually located in the lower right corner
  - Billing Identification Number (BIN)
    - Number is placed in the Attention line for paper claims
  - Processing Control Number (PCN) not requested at this time
  - Realize that we will have to add some duplicate RX HICs because of electronic billing requirements





- If you notice a problem with CHCS or DEERS:
  - Try to identify a pattern
  - Provide examples or screen shots
  - Contact the MHS helpdesk
  - If not resolved, contact TMA UBO Helpdesk





## **TMA/UBO Helpdesk**

Functional Support

[UBO.helpdesk@altarum.org](mailto:UBO.helpdesk@altarum.org)

[VPOChelpdesk@Altarum.org](mailto:VPOChelpdesk@Altarum.org)

703-575-5385





## TMA UBO Web site

<http://tricare.osd.mil/ocfo/mcfs/ubo/index.cfm>





# Questions?

